



for Unemployed Workers & Employers

Cadillac Place - 3024 W. Grand Blvd., Suite 13-175 - Detroit, MI 48202

FISCAL YEAR 2004 SEMI-ANNUAL PROGRAM PERFORMANCE

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Department of	Appropriation Unit	Unemployment Program	Page 1
Labor and Economic Growth	Unemployment Insurance Agency		

PROGRAM GOALS FOR THE REPORTING PERIOD

1. Improve the efficiency of the Advocacy Program
2. More customer friendly process (courtesy, timeliness, less intimidation, procedural and lack of understanding impediments).
3. To improve telephone service to customers
4. To improve the efficiency of the Advocacy Program by upgrading database.

PROGRAM OBJECTIVES FOR THE REPORTING PERIOD

1. Set up 100% of Level 1 through 8 cases within 24 hours of customer requesting service.
(level defines the stage of the appeal process; Advocate service is provided only at level(s) 3 - 8.)
2. 100% of payment invoices processed within 7 days of receipt.
3. Increase employer use of the Program by 10%.
4. Answer 95% of the telephone calls received into the Program.
5. 100% use and improved functionality of the Advocacy database after the upgrade.

FISCAL YEAR 2004 SEMI-ANNUAL PROGRAM PERFORMANCE

Department of	Appropriation Unit	Unemployment Program	Page 2
Labor and Economic Growth	Unemployment Insurance Agency		

PROGRAM IMPROVEMENTS MADE DURING THE REPORTING PERIOD

- The Information Technology Department is working with the staff to implement a new database (Oracle).
- Eliminated need for mass reproductions of copy by using "real time" generated API lists for distribution to customers.
- Increased staff level by three FTE's following Early Retirement Option losses.
- Direct delivery of media files to Advocates, on their request, using electronic (FAX) and U.S. Postal delivery modes.
- Increased the staff by one to assist in the sign-ons and proficient delivery of requested media files to the Advocates.

PROGRAM IMPROVEMENT PLANS FOR THE NEXT REPORTING PERIOD

- Implementation of a new database program (Oracle).
- Develop feedback method to measure customer perceptions of service provided by our contracted Advocates.
- Reduction of Advocacy internal process cycle time and eliminate overlapping tasks within the process.
- Provide follow-up telephone inquiry to customers that requested service and did not use an Advocate.
- Provide Advocacy Program availability information to the employer community via public service announcements and other mass communication modes.
- Recruit Advocates in designated geographic areas in Spring 2004.

MAJOR ACCOMPLISHMENTS

- Increased staff by three FTE's allowing better and more efficient service to customers
- A new Advocacy Program manager was hired in January 2004.



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GOALS AND OBJECTIVES

FISCAL YEAR 2004 SEMI-ANNUAL PROGRAM PERFORMANCE

Department of
Labor and Economic Growth

Appropriation Unit
Unemployment Insurance Agency

Unemployment Program

Page 1

Goal:

Provide more efficient service to customers.

Objective:

- a) Set up 100% of Level 1 through 8 cases within 24 hours of customer requesting service.
- b) 100% of invoices processed and cases closed within 7 days.

Output:

- a) 3,644 cases were opened from October 1, 2003 through February 29, 2004. (data for March 2004 is unavailable due to implementation of a new database program).
- b) 2,883 cases were closed from October 2, 2003 through February 29, 2004.

Effectiveness:

- a) 95% of cases were opened timely for all customers where Advocacy services could be rendered.
- b) 100% of invoices were processed within 7 days of receipt.

Outcome:

- a) The standard of 100% of cases opened and processed within 24 hours was not met for the last five months. Due to staff shortages, 98% of cases were opened and processed within 24 hours.
- b) There were 1,042 invoices processed within seven days of receipt from October 1, 2003 through February 29, 2004.

FISCAL YEAR 2004 SEMI-ANNUAL PROGRAM PERFORMANCE

Department of
Labor and Economic Growth

Appropriation Unit
Unemployment Insurance Agency

Unemployment Program

Page 2

Goal: To encourage increased employer use of the Advocacy Program.

Objective: Increase employer use of the Advocacy Program by 10%

Output: During the October 1, 2003 through February 29, 2004 reporting period, 1,456 employers requested and received Advocacy services.

Effectiveness: Employer cases opened decreased by 7% from the previous 5 months.

Outcome: The goal to increase employers' use of the Program was not met. Steps to remedy this situation are continually under development and incorporated into the Advocacy Program plans for improvement. After an unemployed worker has requested service from the Advocacy Program, a letter is sent to advise the employer that the unemployed worker has requested an Advocate and that they may also contact the Advocacy Program for service.

FISCAL YEAR 2004 SEMI-ANNUAL PROGRAM PERFORMANCE

Department of
Labor and Economic Growth

Appropriation Unit
Unemployment Insurance Agency

Unemployment Program

Page 3

Goal:

To improve telephone service to customers.

Objective:

To answer 95% of the telephone calls received into the Advocacy Program.

Output:

There were 15,803 telephone calls received into the Program from October 1, 2003 through February 27, 2004. Program staff answered 14,605 of these calls.

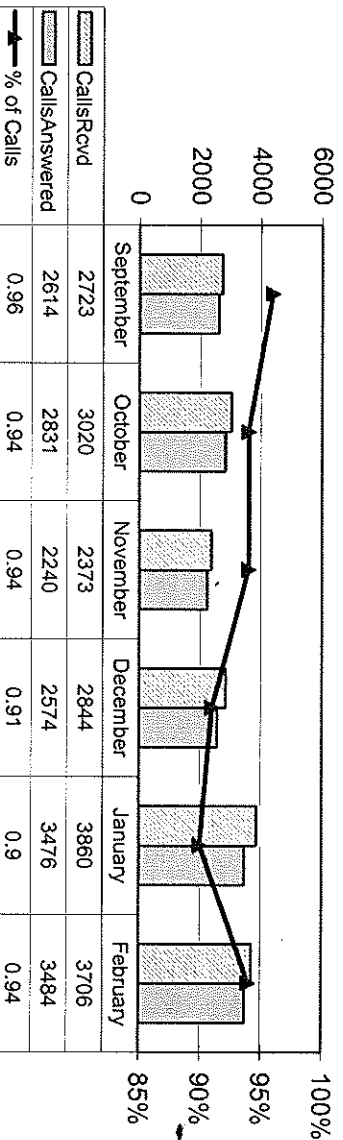
Effectiveness:

The Advocacy staff answered 94% of the telephone calls received.

Outcome:

The goal of 95% was not met, mainly due to a large increase of calls during the months of January and February and the training of new staff. The percentage of calls not directly related to the Advocacy Program averaged 55% of total calls received. This percentage, though still large, is slowly declining. The decline is a possible result of our customers becoming familiar with UIA changing processes.

Advocacy Telephone Review September 2003 - February 2004



FISCAL YEAR 2004 SEMI-ANNUAL PROGRAM PERFORMANCE

Department of
Labor and Economic Growth

Appropriation Unit
Unemployment Insurance Agency

Unemployment Program

Page 4

Goal:

To improve the efficiency of the Advocacy Program by upgrading database.

Objective:

100% use and improved functionality of the Advocacy database after the upgrade.

Output:

Priorities of Department of Information Technology (DIT) have been shifted to the implementation of a new database system (Oracle) into the Advocacy Program.

Effectiveness:

Effectiveness cannot be measured until full implementation of the new database (Oracle) into the Advocacy Program. Implementation date is scheduled for April 12, 2004.

Outcome:

DIT continues to interface with the staff to develop ideas and concepts for an improved Advocacy database. Currently proposed is a plan to use Oracle as our database application software. This proposed change to Oracle will increase our efficiency and use of UIA's in-house support staff.